

October 2015

The Health Quality Council of Alberta (HQCA) conducted the 2014-15 Long Term Care Family Experience Survey to help long term care providers, healthcare professionals, Alberta Health Services, and Alberta Health improve the quality of care and services provided at long term facilities in Alberta. The HQCA previously conducted long term care family experience surveys in 2007 and 2010.

Survey snapshot

7,975 family members of residents living in 160 (out of 166) long term care facilities were surveyed. The provincial response rate was 66.5%.

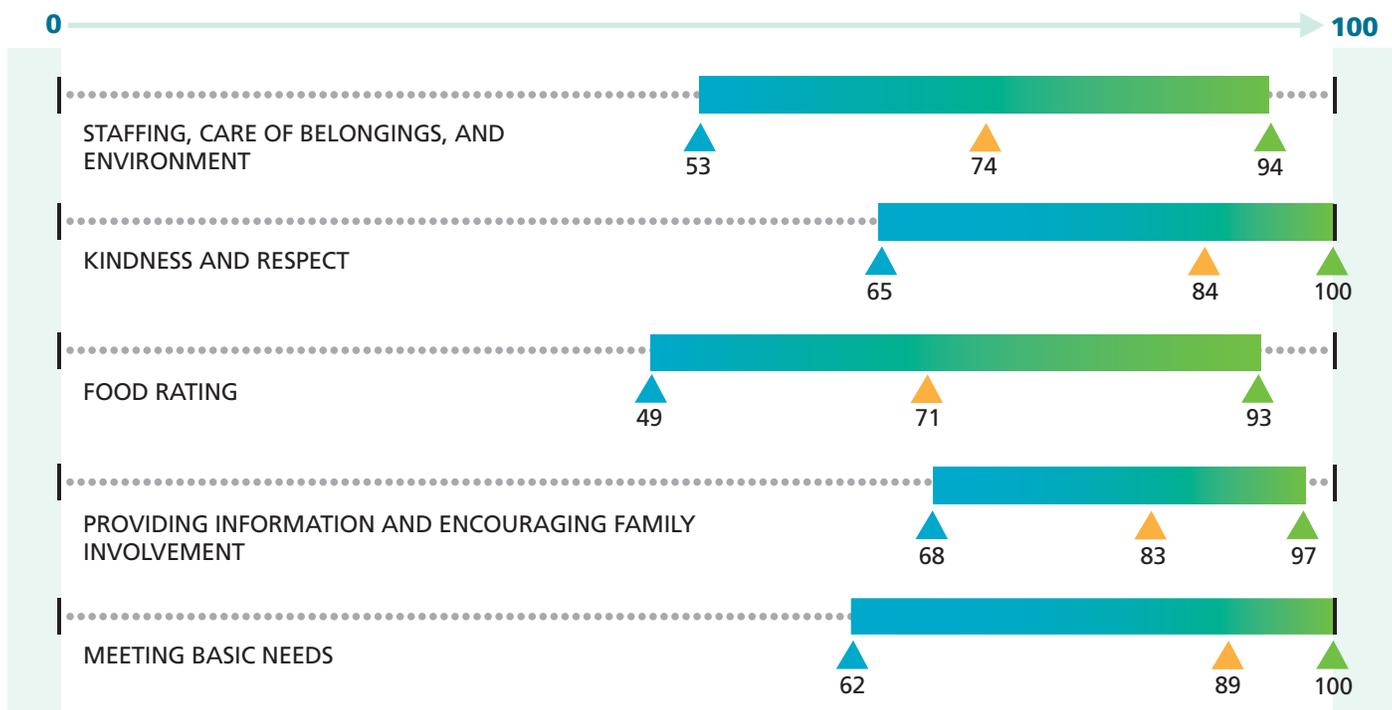
The survey explores family members' responses to questions about five key measures of care and services. These are listed below in order of how strongly they influenced family members' overall rating of a long term care facility. The higher the score, the more positive their experience.

Fast facts

- Family members rated overall care at their facilities at an average of 8.3 out of 10. Facility scores ranged from 6.3 to 10.0 out of 10.
- 92% of family members would recommend their facility to others.
- At the provincial level, family members' top recommendation for improvement was for more staff.
- Family members have more positive experiences with smaller facilities than larger ones.
- Individual facilities have unique areas for improvement that are detailed in their facility-level reports.
- The majority of facilities did not show any significant improvement or decline from 2010 to 2014-15 in each of the five key measures of care and services.

2014-15 survey scores

▲ Lowest scoring facility ▲ Provincial average ▲ Highest scoring facility



NOTE: Long term care facilities are also known as nursing homes, auxiliary hospitals, or continuing care facilities.

October 2015

What matters most to families?

Family members were asked for suggestions to improve care and services. At the provincial level, family members' top five recommendations for improvement are:

1. More staff
2. Timely help and supervision with basic needs (e.g., eating, bathing)
3. Cleaner, better maintained facilities
4. Access to other healthcare services (e.g., physiotherapy)
5. Quality, varied, and nutritious food



“The quality and variety of the food provided could be improved... I rarely saw fresh fruit or vegetables being offered.”

What happens next?

This information should be used to start and support conversations between facilities, family members of residents, the public, and other stakeholders about the quality and safety of care and services in Alberta's long term care facilities.

Each facility has unique successes and opportunities for improvement that may differ from those identified at the provincial level. These are detailed in facility-level reports. The reports can help facilities determine where to focus quality improvement efforts to best meet the needs of their own residents and their families.

It's important to note that other factors can contribute to facility performance. Family experience alone should not be used to judge facility performance.



“Staffing levels need to be increased to provide timely and adequate care to all residents.”

Working together

The HQCA thanks the families who participated in this survey and provided valuable insight into what is working well and what can be improved in Alberta's long term care facilities.

This survey was conducted in collaboration with Alberta Health and Alberta Health Services. The HQCA thanks these organizations for their support.



“[Staff] treated my [resident] with the utmost patience, humour, and affection. They made a difficult time for our family bearable.”

More information

Visit <http://hqca.ca/surveys/continuing-care-experience/> to download the full provincial report. Facility-level reports may be available by contacting each facility.

Feedback and questions are welcome at info@hqca.ca or by mail:

Health Quality Council of Alberta
210, 811 14 Street NW
Calgary, AB T2N 2A4